

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



December 16, 2005

TO: IN-HOME SUPPORTIVE SERVICES (IHSS) HOURLY TASK GUIDELINES
WORKGROUP PARTICIPANTS AND IHSS STAKEHOLDERS

FROM: BRIAN KOEPP, Bureau Chief, Quality Assurance Bureau

SUBJECT: IHSS DRAFT REGULATIONS ON HOURLY TASK GUIDELINES

This notice transmits the recently developed draft IHSS regulations for hourly task guidelines which have been amended to include the recently agreed upon time per task ranges obtained from all IHSS case data.

These regulations will be forwarded to the Office of Regulation Development using the previously agreed upon time frame.

IHSS REGULATIONS:

Hourly Task Guidelines

Thank you for your participation.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** 30-757(Cont.)

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** 30-757

- .1 Only those services specified in .11 through .19 of this Section ~~below~~ shall be authorized through IHSS. A person who is eligible for a personal care service provided pursuant to the PCSP shall not be eligible for that personal care service through IHSS. A service provided by IHSS shall be equal to the level of the same service provided by PCSP.
- (a) For services in this Section where time guidelines are specified, the services shall be subject to the specified time guideline unless the consumer's needs require an exception to the guideline. Time per task guidelines can be used only if appropriate in meeting the consumer's particular circumstances.
- (1) In determining the amount of time per task, the consumer's ability to perform the tasks based on his/her Functional Index (FI) ranking shall be a contributing factor, but not the sole factor. Other factors could include the consumer's environment.
- (2) An exception to the time guideline may result in receiving more or less time based on the consumer's need for each supportive service and the amount of time needed to complete the task.
- (3) Exceptions to the time per task guideline ranges identified in this Section shall be made when necessary to enable the consumer to establish and maintain an independent living arrangement and/or remain safely in his/her home or abode of his/her own choosing.
- (4) No exception shall exceed the maximum limits of 195 hours per month as specified at Section 30-765.121 for nonseverely impaired Residual cases or 283 hours per month for severely impaired Residual cases as specified in Section 30-765.111. No exception shall exceed the maximum for PCSP cases as specified at Section 30-780.2(b) for PCSP cases.
- (5) No exceptions to time per task guidelines shall be made due to inefficiency or incompetence of the provider.
- (6) When an exception to a time per task guideline is made in a consumer's case, the reason for the exception shall be documented in the case file.

HANDBOOK BEGINS HERE

- (A) Documentation of the reason for the exception will provide necessary data to audit the effectiveness of each guideline in terms of:
- (1) Achieving equity in service authorizations; and
- (2) Evaluating programs costs.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

HANDBOOK ENDS HERE

.11 Domestic services ~~which~~ are limited to the following:

- (a) Sweeping, vacuuming, washing and waxing of floor surfaces.
- (b) Washing kitchen counters and sinks.
- (c) Cleaning the bathroom.
- (d) Storing food and supplies.
- (e) Taking out garbage.
- (f) Dusting and picking up.
- (g) Cleaning oven and stove.
- (h) Cleaning and defrosting refrigerator.
- (i) Bringing in fuel for heating or cooking purposes from a fuel bin in the yard.
- (j) Changing bed linen.
- (k) Miscellaneous domestic services (e.g., changing light bulbs, wheelchair cleaning, and changing and recharging wheelchair batteries) when the service is identified and documented by the caseworker as necessary for the recipient to remain safely in his/her home.

.111 The time guideline for “domestic services” shall not exceed 6.0 hours total per month per household unless the consumer’s needs require an exception.

.12 (continued)

.13 Related services are limited to:

.131 Preparation of meals, which includes planning menus; removing food from the refrigerator or pantry; washing/drying hands before and after meal preparation; washing, peeling and slicing vegetables; opening packages, cans, and bags; measuring and mixing ingredients; lifting pots and pans; ~~trimming meat~~, reheating food; cooking and safely operating the stove; setting the table, serving the meals, and cutting the food into bite-size pieces.

(a) The time guideline range for “meal preparation” shall be as follows unless the consumer’s needs require an exception:

Preparation of Meals		
	Low	High
Rank 2	3.02	7.00
Rank 3	3.50	7.00
Rank 4	5.25	7.00
Rank 5	7.00	7.00

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

- (b) Factors for consideration of time include, but are not limited to:
- (1) The extent to which the consumer can assist or perform tasks safely.
 - (2) The types of food the consumer usually eats for breakfast, lunch, dinner, and snacks and the amount of time needed to prepare the food.
 - (3) If the consumer would prefer to eat other types of meals (e.g., more hot meals).
 - (4) Whether the consumer is able to reheat meals prepared in advance and the types of food the consumer eats on days the provider does not work.
 - (5) The frequency the consumer eats.
 - (6) Time for universal precautions, as appropriate.
- (c) Exception criteria to provide more time than the time guideline range include, but are not limited to:
- (1) If the consumer must have meals pureed or cut into bite-sized pieces.
 - (2) If the consumer has special dietary requirements that require longer preparation times or preparation of more frequent meals.
 - (3) If the consumer eats meals that require less preparation time (e.g., toast and coffee for breakfast).
- .132 Meal cleanup, ~~which includes~~ ing washing, rinsing, and drying dishes, pots, pans, utensils, and culinary appliances and putting them away;- loading/unloading the dishwasher; storing/putting away leftover foods/liquids; and washing/drying hands.
- (a) Meal cleanup does not include cleaning the refrigerator, oven, or stove. These services are defined under “domestic services” specified in .11 of this Section.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

- (b) The time guideline range for “meal cleanup” shall be as follows unless the consumer’s needs require an exception:

Meal Cleanup Time Guideline		
	Low	High
Rank 2	1.17	3.50
Rank 3	1.75	3.50
Rank 4	1.75	3.50
Rank 5	2.33	3.50

- (c) Factors for consideration of time include, but are not limited to:

- (1) The extent to which the consumer can assist or perform tasks safely.

HANDBOOK BEGINS HERE

- (A) For a consumer with an FI Score of Rank 4 in “preparation of meals” and “meal cleanup” who has been determined able to wash breakfast/lunch dishes and utensils and only needs the provider to cleanup after dinner, consideration of time would be based on the provider performing cleanup of the dinner meal only.
- (B) A consumer who has less control of utensils and/or spills food frequently may require more time for cleanup.

HANBOOK ENDS HERE

- (2) The types of meals requiring the cleanup.

HANDBOOK BEGINS HERE

- (A) A consumer who chooses to eat only toast and coffee for breakfast would require less time for cleanup than a consumer who chooses to eat eggs and bacon.

HANBOOK ENDS HERE

- (2) If the consumer can rinse the dishes and leave them in the sink until the provider can wash them.
- (4) The frequency that meal cleanup is necessary.

SOCIAL SERVICES STANDARDS

Regulations SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES 30-757(Cont.)

Amend Section 30-757:

30-757 PROGRAM ~~CONTENT~~ SERVICE CATEGORIES AND TIME GUIDELINES 30-757

(5) If there is a dishwasher appliance available.

(6) Time for universal precautions, as appropriate.

(d) Exceptions to the time guideline range may include, but are not limited to:

(1) If the consumer must eat frequent meals which require additional time for cleanup.

(2) If the consumer eats light meals that require less time for cleanup.

~~.133~~—~~Planning of menus~~

~~.133~~4 Restaurant meal allowance.

(a) An aged or disabled client who has adequate cooking facilities at home but whose disabilities prevent their use shall be advised of his/her option to receive a restaurant meal allowance in lieu of the services specified in .131 through .1323, ~~above, of this Section,~~ and shopping for food which the ~~recipient~~ consumer would otherwise receive.

(1) (continued)

(2) (continued)

(3) (continued)

~~.134~~5 Laundry services, which ~~includes~~ing the tasks of washing and drying laundry, mending, ironing, folding, and storing clothes on shelves or in drawers.

(a) (continued)

(b) (continued)

(c) The time guideline for laundry service where laundry facilities are available in the home shall not exceed 1.0 hours total per week per household unless the consumer's need requires an exception to exceed this limit.

HANDBOOK BEGINS HERE

(A) In assessing time for in-home laundry services, it is expected that the provider will accomplish other tasks while clothes are washing and drying.

HANDBOOK ENDS HERE

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES 30-757

- (d) The time guideline for laundry services where laundry facilities are not available in the home shall not exceed 1.5 hours total per week per household unless the consumer's need requires an exception to exceed this limit.

HANDBOOK BEGINS HERE

- (1) It is expected that the typical provider will use a local laundromat during nonpeak-hour times and will utilize as many machines simultaneously as necessary for efficient time utilization.

HANDBOOK ENDS HERE

.1356 Food shopping, which includes Reasonable food shopping and other shopping/errands limited to the nearest available stores or other facilities consistent with the client's consumer's economy and needs.

- (a) The county shall not authorize additional time for the consumer recipient to accompany the provider.
- (b) Food shopping includes the tasks of making a grocery list, travel to/from the store, shopping, loading, unloading, and storing food.
- (1) The time guideline for "food shopping" shall not exceed 1.0 hour total per week per household unless the consumer's need requires an exception to exceed this limit.
- (c) Other shopping/errands includes the tasks of making a shopping list, travel to/from the store, shopping, loading, unloading, and storing supplies purchased, and/or performing reasonable errands such as delivering a delinquent payment to avert an imminent utility shut-off or picking up a prescription, etc.
- (1) The time guideline for "other shopping/errands" shall not exceed 0.5 hour total per week per household unless the consumer's need requires an exception to exceed this limit.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** 30-757(Cont.)

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** 30-757

.14 Personal care services, limited to:

- (a) Bowel and bladder care, ~~such as assistance with enemas, emptying of catheter or ostomy bags, which includes assistance with using, emptying, and cleaning bed pans/bedside commodes, urinals, ostomy and/or catheter receptacles; application of diapers; positioning for diaper changes; managing clothing; changing rubber sheets disposable barrier pads; putting on/off disposable gloves; wiping and cleaning consumer; and assistance with getting on/ and off commode or toilet; and washing/drying consumer's and provider's hands.~~
- (1) Bowel and bladder care does not include insertion of enemas, catheters, suppositories, digital stimulation as part of a bowel program, or colostomy irrigation. These tasks are assessed as "paramedical services" specified at .19 of this Section.
- (2) The time guideline range for "bowel and bladder" shall be as follows unless the consumer's needs require an exception:

Bowel and Bladder Time Guideline		
	Low	High
Rank 2	0.58	2.00
Rank 3	1.17	3.33
Rank 4	2.91	5.83
Rank 5	4.08	8.00

- (3) Factors for consideration of time include, but are not limited to:
- (A) The extent to which the consumer can assist or perform tasks safely.
- (B) The frequency of the consumer's urination and/or bowel movements.
- (C) If there are assistive devices available which result in decreased or increased need for assistance.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** 30-757(Cont.)

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** 30-757

HANDBOOK BEGINS HERE

1. Situations where elevated toilet seats and/or Hoyer lifts are available may result in less time needed for bowel and bladder services if the use of these devices results in a decreased need for assistance by the consumer.
2. Situations where a bathroom door is not wide enough to allow for easy wheelchair access may result in more time needed if its use results in an increased need.

HANDBOOK ENDS HERE

- (D) Time for universal precautions, as appropriate.
- (4) Exceptions to the time guideline range may include, but are not limited to:
 - (A) If the consumer has frequent urination or bowel movements.
 - (B) If the consumer has frequent bowel or bladder accidents.
 - (C) If the consumer has occasional bowel or bladder accidents that require assistance from another person.
 - (D) If the consumer's morbid obesity requires more time.
 - (E) If the consumer has spasticity or locked limbs.
- (b) (continued)
- (c) Feeding, which includes assistance with consumption of food and assurance of adequate fluid intake consisting of feeding or related assistance to consumers
recipients who cannot feed themselves or who require other assistance with special devices in order to feed themselves or to drink adequate liquids.
 - (1) Feeding tasks include assistance with reaching for, picking up, and grasping utensils; and washing/drying hands before and after feeding.
 - (2) Feeding tasks do not include cutting food into bit-sized pieces or pureeing food, as these tasks are assessed in "preparation of meals" services specified at .131 of this Section.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

- (3) The time guideline range for “feeding” shall be as follows unless the consumer’s needs require an exception:

Feeding Time Guideline		
	Low	High
Rank 2	0.70	2.30
Rank 3	1.17	3.50
Rank 4	3.50	7.00
Rank 5	5.25	9.33

- (4) Factors for consideration of time include, but are not limited to:

- (A) The extent to which the consumer can assist or perform tasks safely.
- (B) The amount of time it takes the consumer to eat meals.
- (C) The type of food that will be consumed.
- (D) The frequency of meals/liquids.
- (E) Time for universal precautions, as appropriate.

- (5) Exceptions to the time guideline range may include, but are not limited to:

- (A) If the constant presence of the provider is required due to the danger of choking or other medical issues.
- (B) If the consumer is mentally impaired and requires prompting and/or feeding.
- (C) If the consumer requires frequent meals.
- (D) If the consumer prefers to eat foods that he/she can manage without assistance.
- (E) If the consumer must eat in bed.
- (F) If food must be placed in the consumer’s mouth in a special way due to difficulty swallowing or other reasons.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

- (d) Routine bed baths, which includes cleaning basin or other materials used for bed baths and putting them away; obtaining water and supplies; washing, rinsing, and drying body; applying lotion; and washing/drying hands before and after bathing.
- (1) Bed baths do not include sponge baths, as this task is assessed in “bathing, oral hygiene and grooming” services specified at 14 (e) of this Section.
- (2) The time guideline range for “bed baths” shall be as follows unless the consumer’s needs require an exception:

Bed Baths Time Guideline		
	Low	High
Rank 2	0.50	1.75
Rank 3	1.00	2.33
Rank 4	1.17	3.50
Rank 5	1.75	3.50

- (3) Factors for consideration of time include, but are not limited to:
- (A) The extent to which the consumer can assist or perform tasks safely.
- (B) If the consumer is prevented from bathing in the tub/shower.
- (C) If bed baths are needed in addition to baths in the tub/shower.
- (D) Time for universal precautions, as appropriate.
- (4) Exceptions to the time guideline range may include, but are not limited to:
- (A) If the consumer is confined to bed and sweats requiring frequent bed baths.
- (B) If the consumer is unable to assist in the bed-bath process.
- (C) If the weight of the consumer requires more or less time.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** 30-757(Cont.)

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** 30-757

(e) Bathing, oral hygiene and grooming:-

- (1) Bathing includes cleaning the body in a tub, shower, or sponge bath; obtaining water/supplies and putting them away; turning on/off faucets and adjusting water temperature; assistance with getting in/out of tub or shower; assistance with reaching all parts of the body for washing, rinsing, drying and applying lotion, powder, deodorant; and washing/drying hands.
- (2) Oral hygiene includes applying toothpaste, brushing teeth, rinsing mouth, caring for dentures, flossing, and washing/drying hands.
- (3) Grooming includes hair combing/brushing; hair trimming when the consumer cannot get to the barber/salon; shampooing, applying conditioner, and drying hair; shaving; fingernail/toenail care when these services are not assessed as paramedical services for the consumer; and washing/drying hands.
- (4) Bathing, oral hygiene and grooming does not include getting to/from the bathroom. These tasks are assessed as mobility under “ambulation” services specified at .14 (k) of this Section.
- (5) The time guideline range for “bathing, oral hygiene and grooming” shall be as follows unless the consumer’s needs require an exception:

Bathing, Oral Hygiene and Grooming Time Guideline		
	Low	High
Rank 2	0.50	1.92
Rank 3	1.27	3.15
Rank 4	2.35	4.08
Rank 5	3.00	5.10

- (6) Factors for consideration of time include, but are not limited to:
 - (A) The extent to which the consumer can assist or perform tasks safely.
 - (B) The number of times the consumer may need to bathe.
 - (C) If the consumer requires assistance in/out of tub/shower.
 - (D) If the consumer needs assistance with supplies.
 - (E) If the consumer requires assistance washing his/her body.
 - (F) If the provider must be present while the consumer bathes for the consumer’s safety.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

- (G) If the consumer requires assistance, drying his/her body and/or, putting on lotion/powder after bathing.
 - (H) If the consumer showers in a wheelchair.
 - (I) Universal precautions, as appropriate.
- (7) Exceptions to the time guideline range may include, but are not limited to:
 - (A) If the provider's constant presence is required.
 - (B) If the weight of the consumer requires more or less time.
 - (C) If the consumer has spasticity or locked limbs.
 - (D) If a roll-in shower is available.
- (f) Dressing, which includes washing/drying hands, putting on/taking off, fastening/unfastening, buttoning/unbuttoning, zipping/unzipping, and tying/untying of garments and undergarments; changing soiled clothing; and bringing tools to the consumer to assist with independent dressing.
- (1) The time guideline range for "dressing" shall be as follows unless the consumer's needs require an exception:

Dressing Time Guideline		
	Low	High
Rank 2	0.56	1.20
Rank 3	1.00	1.86
Rank 4	1.50	2.33
Rank 5	1.90	3.50

- (2) Factors for consideration of time include, but are not limited to:
 - (A) The extent to which the consumer can assist or perform tasks safely.
 - (B) The type of clothing/garments the consumer wears.
 - (C) If the consumer prefers other types of clothing/garments.
 - (D) The weather conditions.
 - (E) Universal precautions, as appropriate.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES 30-757

- (3) Exceptions to the time guideline range may include, but are not limited to:
- (A) If the consumer frequently leaves his/her home, requiring additional dressing/undressing.
 - (B) If the consumer soils clothing, requiring frequent changes of clothing.
 - (C) If the consumer has spasticity or locked limbs.
 - (D) If the consumer is immobile and cannot assist in the dressing process.
- (g) Repositioning and rubbing skin, which includes washing/drying hands before and after rubbing skin to promote circulation; turning in bed and other types of repositioning; assistance on/ ~~and~~ off seats and wheelchairs; into and out of vehicles; and range of motion exercises which shall be limited to the following:
- (1) General supervision of exercises which have been taught to the ~~recipient~~ consumer by a licensed therapist or other health care professional to restore mobility restricted because of injury, disuse or disease.
 - (2) (continued)
 - (3) The time guideline range for “repositioning and rubbing skin” shall be as follows unless the consumer’s needs require an exception:

Repositioning and Rubbing Skin		
Time Guideline		
	Low	High
* Functional ranking does not apply	0.75	2.80

- (4) Factors for consideration of time include, but are not limited to:
- (A) The extent to which the consumer can assist or perform tasks safely.
 - (B) If the consumer’s movement is limited while in the seating position and/or in bed and the amount of time the consumer spends in the seating position and/or in bed.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

- (C) If the consumer has circulatory problems.
 - (D) Universal precautions, as appropriate.
- (5) Exceptions to the time guideline range may include, but are not limited to:
 - (A) If the consumer has a condition that makes him/her confined to bed.
 - (B) If the consumer has spasticity or locked limbs.
 - (C) If the consumer has or is at risk of having decubitus ulcers which requires the need to turn the consumer frequently.
- (h) Transfer, which includes assisting in transfer to/from a bed, chair, couch, wheelchair, walker, or other assistive device.
- (1) The time guideline range for “transfer” shall be as follows unless the consumer’s needs require an exception:

Transfer Time Guideline		
	Low	High
Rank 2	0.50	1.17
Rank 3	0.58	1.40
Rank 4	1.10	2.33
Rank 5	1.17	3.50

- (2) Factors for consideration of time include, but are not limited to:
 - (A) The extent to which the consumer can assist or perform tasks safely.
 - (B) The amount of assistance required.
 - (C) The availability of equipment, such as a Hoyer lift.
 - (D) Universal precautions, as appropriate.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

- (3) Exceptions to the time guideline range may include, but are not limited to:
 - (A) If the consumer gets in and out of bed frequently during the day or night due to naps or use of the bathroom.
 - (B) If the weight of the consumer and/or condition of his/her bones requires more careful, slow transfers.
 - (C) If the consumer has spasticity or locked limbs.
- (i) Care of and assistance with prosthetic devices and assistance with self-administration of medications, which includes assistance with putting on/taking off and maintaining/cleaning prosthesis, braces, corsets, elastic stockings/garments, vision/hearing aids; and washing/drying hands before and after providing assistance with these tasks.
 - (1) Assistance with self-administration of medications consists of reminding the recipient to take prescribed and/or over-the-counter medications when they are to be taken and setting up Medi-sets.
 - (2) The time guideline range for “care and assistance with prosthetic devices” shall be as follows unless the consumer’s needs require an exception:

Care and Assistance with Prosthesis Time Guideline		
	Low	High
*Functional ranking does not apply	0.47	1.12

- (3) Factors for consideration of time include, but are not limited to:
 - (A) The extent to which the consumer is able to manage medications and/or prosthesis independently and safely.
 - (B) The amount of medications prescribed for the consumer.
 - (C) If the consumer requires special preparation to distribute medications (i.e., cutting tablets, putting them into Medi-sets, etc.).

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

- (D) If the consumer has cognitive difficulties that contribute to the need for assistance with medications and/or prosthesis.
 - (F) Universal precautions, as appropriate.
- (4) Exceptions to the time guideline range may include, but are not limited to:
 - (A) If the consumer takes medications several times a day.
 - (B) If the pharmacy sets up medications in bubble wraps or Medi sets for the consumer.
 - (C) If the consumer has multiple prosthetic devices.
- (j) Routine menstrual care; is limited to external application of sanitary napkins and positioning for sanitary napkin changes; using and/or disposing of barrier pads; managing clothing; wiping and cleaning; and washing/drying hands before and after performing these tasks.

HANDBOOK BEGINS HERE

- .1 In assessing menstrual care, it may be necessary to assess additional time in other service categories specified in this Section, such as laundry, dressing, domestic, bathing, and sponge baths.
- .2 In assessing menstrual care, if the consumer wears diapers extra time for menstrual care should not be necessary.

HANDBOOK ENDS HERE

- (1) The time guideline range for “menstrual care” shall be as follows unless the consumer’s needs require an exception:

Menstrual Care Time Guideline		
	Low	High
*Functional rank does not apply	0.28	0.80

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** 30-757(Cont.)

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** 30-757

- (2) Factors for consideration of time include, but are not limited to:
- (A) The extent to which the consumer can assist or perform tasks safely.
 - (B) If the consumer has a menstrual cycle.
 - (C) The duration of the consumer's menstrual cycle.
 - (D) If there are medical issues that necessitate additional time.
 - (E) Universal precautions, as appropriate.
- (3) Exceptions to the time guideline range may include, but are not limited to:
- (A) The extent to which the consumer is cooperative with the provider in the process.
 - (B) If the consumer has spasticity or locked limbs.

(k) Ambulation, which includes ~~consisting of~~ assisting the ~~consumer~~ recipient with walking or moving ~~the recipient~~ from place to place inside the home, including into and out of the bathtub or shower and to/from the front door to the car; climbing or descending stairs; moving and retrieving assistive devices, such as a cane, walker, or wheelchair; etc; and washing/drying hands before and after assisting with these tasks.

- (1) The time guideline range for "ambulation" shall be as follows unless the consumer's needs require an exception:

Ambulation Time Guideline		
	Low	High
Rank 2	0.58	1.75
Rank 3	1.00	2.10
Rank 4	1.75	3.50
Rank 5	1.75	3.50

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

- (2) Factors for consideration of time include, but are not limited to:
 - (A) The extent to which the consumer can assist or perform tasks safely.
 - (B) The distance the consumer must move inside the home.
 - (C) The speed of the consumer's ambulation.
 - (D) Any barriers that impede the consumer's ambulation.
 - (E) Universal precautions, as appropriate.
- (3) Exceptions to the time guideline range may include, but are not limited to:
 - (A) If the consumer's home is larger or smaller than usual.
 - (B) If the consumer requires frequent help getting to/from the bathroom.
 - (C) If the consumer has a mobility device, such as a wheelchair that results in a decreased need.
 - (D) If the consumer has spasticity or locked limbs.

Section 30-757.15 through .19 (continued)

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-758**

Delete Section 30-758 to Amend and Relocate at Section 30-757:

30-758 **TIME PER TASK AND FREQUENCY GUIDELINES** **30-758**

~~.1~~ When assessing the need for the services specified in .11 through .15 below in accordance with the provisions of Section 30-763.2, the assessed time shall not exceed the guidelines listed except as provided in .4 below.

~~.11~~ Domestic services The guideline time for "domestic services" shall not exceed 6.0 hours total per month per household.

HANDBOOK BEGINS HERE

~~.111~~ Tasks included in domestic services are identified in Section 30-757.11.

HANDBOOK ENDS HERE

~~.12~~ Laundry

~~.121~~ For laundry services where laundry facilities are available in the home, the guideline time shall not exceed 1.0 hours total per week per household.

HANDBOOK BEGINS HERE

~~(a)~~ In home laundry service is defined and limited in Section 30-757.135.

~~(b)~~ In assessing time for in-home laundry services, it is expected that the provider will accomplish other tasks while clothes are washing and drying.

HANDBOOK ENDS HERE

~~.122~~ For laundry services where laundry facilities are not available in the home, the guideline time shall not exceed 1.5 hours total per week per household.

HANDBOOK BEGINS HERE

~~(a)~~ Out of home laundry service is defined and limited in Section 30-757.135.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES 30-758 (Cont)**

30-758 **TIME PER TASK FREQUENCY GUIDELINES (Continued)** **30-758**

- (b) — It is expected that the typical provider will use a local laundromat during nonpeak hour time and will utilize as many machines simultaneously as necessary for efficient time utilization.

HANDBOOK ENDS HERE

- .13 — Food Shopping — The guideline time for "food shopping" shall not exceed 1.0 hour total per week per household.

HANDBOOK BEGINS HERE

- .131 — Food shopping is defined and limited in Section 30-757.136.

HANDBOOK ENDS HERE

- .14 — Other shopping errands — The guideline time for "other shopping/errands" shall not exceed 0.5 hours total per week per household.

HANDBOOK BEGINS HERE

- .141 — Other shopping/errands is defined and limited in Section 30-757.136.

HANDBOOK ENDS HERE

- .2 — Counties shall have the authority to develop and use time per task and frequency guidelines for other services, except:

- . — 21 — personal care services, Section 30-757.14.

- . — 22 — meal preparation, Section 30-757.131.

- . — 23 — meal clean up, Section 30-757.132.

- .24 — paramedical services, Section 30-757.19.

- .3 — No exceptions to time per task guidelines shall be made due to inefficiency or incompetence of the provider.

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES** **30-757(Cont.)**

Amend Section 30-757:

30-757 **PROGRAM CONTENT SERVICE CATEGORIES AND TIME GUIDELINES** **30-757**

:

SOCIAL SERVICES STANDARDS

Regulations **SERVICE PROGRAM NO. 7: IN-HOME SUPPORT SERVICES 30-758 (Cont**

30-758 TIME PER TASK FREQUENCY GUIDELINES (Continued) **30-758**

4 — Welfare and Institutions Code Section 12301.2 states: Time per task guidelines can be used only if appropriate in meeting the consumer's particular circumstances. Exceptions to time per task guidelines shall be made when necessary to enable the recipient to establish and maintain an independent living arrangement and/or remain safely in his/her home or abode of his/her own choosing.

.41 — When an exception to a time per task guideline is made in an consumer case, the reason for the exception shall be documented in the case file.

HANDBOOK BEGINS HERE

.411 — Documentation of the reason for the exception will provide necessary data to audit the effectiveness of each guideline in terms of:

(a) — achieving equity in assessments; and

(b) — evaluating program costs.

HANDBOOK ENDS HERE

Section 30-759 (Continued)
